

## IMAC IT Subcommittee 07/10/03 Change Center Information Matrix

Topic	Milwaukee	Dane	Washington	LaCrosse	Outagamie
Implementation date (or estimated date)	January 2002	February 2003			
Start Up Costs? (Funding Source)		\$20,000 in FS reinvestment funds were used to buy a 7-line call sequencer, wiring and infrastructure for the Change Center (walls, chairs, etc.)			
Who does the changes?	Milwaukee hired Quality Assurance Technicians (who are one grade above their regular economic support specialists).  They also hired 4 full- time clerical staff.	Regular economic support specialists And one ½ time clerical support person.			
What do they do? (enter address changes, enter other changes, send verification documents, receive verification documents, enter verification codes, run eligibility, confirm eligibility)	QATs enter changes for cases in on-going mode. They send verifications, receive verifications, enter information into CARES, run & confirm eligibility. They do not enter medical bills for MA deductibles and they do not open new programs.	All Changes (not reviews or intakes). They send verifications, receive verifications, enter information into CARES, run & confirm eligibility.  They do not do backdates, net requests or enter bills for			

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	The clerical staff receives and sends faxes to W2 agencies and employers. They also handle general clerical tasks and update the paper case files.	deductibles.			
What kind of experience and training do they receive?	Regular ESS Training plus 3 years ES experience and pass a special QAT test. They receive additional training through Milwaukee staff development.	Regular ESS training. Must have at least 2 years of ES experience.			

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Special Requirements? (bilingual, TTD, supervisor with special skills)					
What is their pay range?					
How many hours per week do they work in the Change Center?	The QATs and the clerical staff are all full-time on the Change Center.	These workers are ½ time on the Change Center and also handle a reduced caseload.			
Did you use special software? If so, what was the name of the software? What does it do? How much did it cost?	Yes. Using FS reinvestment funds purchased Apropos. This software / hardware connects incoming phone calls with CARES so that the client's record displays at the time the call is answered.  More?	Created an MS Access database for tracking purposes.			

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Volume How many calls are received? Answered? Average Length? How many are changes?					
Number of Changes Processed per Week					
How many Change Center workers are there vs. how many IM workers in your agency?					
Average Caseload/Worker (of those workers)		350/worker 100 for Change Center workers			

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whose changes are being processed by the Change Center)					
How many IM cases are currently active in your county?					
Marketing: How did you (or do you) let recipients know that they should call the Change Center and not their worker?	<p>Providing a handout on the Change Center with all new applications and at review.</p> <p>Handed out refrigerator magnets (while they lasted) with the Change Center's number.</p> <p>All workers' voice mail now directs changes to the Change Center.</p>	<p>Hand out static cling cards &amp; refrigerator magnets with Change Center's number</p> <p>All workers' business cards now have the Change Center message printed on the back. Placed signs about the Change Center in the lobby and a poster in each workers' cubicle.</p> <p>Added a dedicated Change Center telephone to the lobby.</p> <p>Added message to voice mail recording about the Change Center for all workers.</p> <p>Mass mailing in January 2003 about the Change Center and new change reporting process.</p>			

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Outcomes: Error Rate Change Average Caseload Change/Worker Estimated Time Saved for Workers with Caseloads					
Other Comments					